

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

December 8, 2014  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:35 – 9:45	SA QIC Minutes & SA QI Survey Test Calls Methodology	N. Kasarabada
IV	9:45 – 9:55	Change of Provider Contact Form & Provider Directory	V. Joshi
V	9:55 – 10:15	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
VI	10:15 – 10:20	Cultural Competency Updates	S. Chang Ptasinski
VII	10:20 – 10:25	PRO	M. Hernandez
VIII	10:25 – 10:30	Other & Announcements:	

Next Meeting.  
January 12, 2015  
9:00 – 10:30 a.m.  
550 S. Vermont Ave. 10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	December 8, 2014	
Place	550 S. Vermont Ave., 2 <sup>nd</sup> Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alyssa Bray; Anahid Assatourian; Ann Lee; Aprill Baker; Bertrand Levesque; Carol Eisen; Debra Mahoney; Debi Berzon-Leitelt; Doris Benosa; Elisabeth Gildemontes; Elizabeth Owens; Emilia Ramos; Gassia Ekizian; Jessica Wilkins; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Michael Boroff; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Pamela Inaba; Sandra Chang-Ptasinski; Theodore Cannady; Vandana Joshi;			
Excused/Absent Members	Alan Lert; Barbara Paradise; Cindy Pham; Helena Ditko; Karen Lee; Martin Hernandez; Marylouise Barrosniska; Mary Ann O'Donnell; Randolph Faveau			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		QIC members attended this meeting.	N. Kasarabada
Review of Minutes	The November minutes were reviewed.		Minutes were reviewed and approved with the requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC's Reports &amp; Countywide Children's QIC Report</b>	<b>SA 1:</b> Dr. Joshi provided survey training. In January Ms. Berzon-Leitelt would like to start a focus workgroup with providers on questions/issues on QI/QA.	Next meeting: January 6, 2015.	D. Berzon-Leitelt
	<b>SA 2 Children:</b> Dark in December.	Next meeting: February 15, 2015.	K. Salvaggio
	<b>SA 2:</b> Ms. Salvaggio forwarded an email to all providers with information of the TAR checklist.	Next Meeting: January 15, 2015.	K. Salvaggio
	<b>SA 3:</b> SA QIC members reviewed information from previous meeting. Providers were reminded not to use pencil on the surveys. Ms. Ekizian presented on their QI/QA process. Children's Bureau will present at next meeting.	Next meeting: January 21, 2015. Dr. Kasarabada suggested having a survey to inquire providers how they benefited from the provider QI/QA presentations & see if they have used any new QI practices in their program from what they heard from the presentations.	B. Levesque
	<b>SA 4:</b> Dr. Borkheim presented on CCC updates. SA QI liaison continues to update the Network of Care (NOC). SA QI members had questions regarding the Satellite Site. QI members discussed a possible QI project. Test calls were discussed as well.	Next meeting: February 12, 2015	A. Bray
	<b>SA 5:</b> Dr. Joshi provided survey training. Dr. Borkheim presented on CCC updates. QI members discussed a possible change of their meeting time. Ms. Wilkins stated that providers continued to have questions regarding insurance issues, policies and changes in general.	Next meeting: January 13, 2015	M. Johnson J. Wilkins

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC's Reports &amp; Countywide Children's QIC Report Continued</b>	<p><b>SA 6:</b> Ms. Baker reinforced information on the survey period. Ms. Baker also disseminated all the information that was provided at the last departmental QIC meeting. Test calls and the change of provider report were discussed as well. Mr. Iraldo provided resources and information about the difference between temporary and permanent housing, he also talked about the coordinated Entry System and the Service Prioritization Decision Assistance Tool (SPDAT) process.</p>	Next meeting: January 22, 2015.	A. Baker
	<p><b>SA 7:</b> Dr. Joshi and Dr. Kasarabada provided survey training. Change of provider request logs was discussed. Dr. Borkheim presented on the process of Cultural Competency Committee.</p>	Next meeting: December 9, 2014.	L. Ayala
	<p><b>SA 8:</b> Ms. Lee disseminated all the information that was provided at the last departmental QIC meeting. Dr. Borkheim presented on CCC updates. QI members raised the issue on TARS related to anti-psychotics for children under 18. Providers continued to have problems with the pharmacy when it comes to refill prescriptions. QIC members had a discussion on the field based clinics being excluded from the randomly selected surveys and requested for provider numbers/SAs numbers to be printed on the survey.</p>	<p>Next meeting: January 21, 2015. Dr. Borkheim will provide a data workgroup presentation at the next meeting. Any questions regarding the contact list please contact Dr. Joshi at (213) 251-6723.</p>	A. Lee M. Munde
		Dr. Joshi clarified that for the May 2015 survey administration the surveys will be preprinted with provider and SA numbers.	V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC's Reports &amp; Countywide Children's QIC Report Continued</b>	<b>Countywide Children's:</b> Ms. Ditko presented on Parameters on Family Engagement. Counseling for Kids shared their scanning project, and how they are scanning all the Electronic Health Records, presentation was very detailed. Change of provider request logs have been regularly faxed to Mr. Wilson at Patients' Right Office (PRO).	Next meeting: January 15, 2015. Ms. Bray will present at next meeting on their QI activities. Dr. Joshi will present on SA provider directory.	D. Mahoney
<b>SA QIC Minutes &amp; SA QI Survey</b>	Dr. Kasarabada reminded all SA QIC chairs/co-chairs to continue to use the Departmental QIC minutes template to document QIC meeting discussions.	All Service Area QI minutes should be posted on the DMH QI Share website.	N. Kasarabada
	Dr. Kasarabada thanked all QIC members for collaborating with QID on the SA QI project surveys. Dr. Kasarabada provided an update as of Thursday December 4, Service Area 3, 4, 5, and 6 received 42 surveys completed. Seven started the survey but did not complete. 43 are yet to start completing the surveys.	A reminder will be sent following the surveys.	
	For SA 1, 2, 7, and 8, 25 have completed, 8 started but not completed, 40 are yet to start.	Dr. Kasarabada will review a preliminary analysis the surveys completed are at least fifty.	N. Kasarabada
<b>Test Calls Methodology</b>	Dr. Kasarabada met with Ms. Valdez and Dr. Tredinnick to discuss the test call study for 2015 and review results of the test call logs. The new methodology would be to have two SAs do 10 calls each for one month. For example, SA 1 & 2 – May 2015 SA 3 & 4 – June 2015 SA 5 & 6 – July 2015 SA 7 & 8 – Aug 2015	Dr. Kasarabada suggested performing test calls 5 in English, and 5 Non English. Overall calls should be split during the working hours and after hours five each.	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>Change of Provider Contact Form &amp; Provider Directory</b>	<p>Dr. Joshi introduced Dr. Michael Boroff new staff member in QID. Dr. Boroff will be attending the SA QIC meetings.</p> <p>Dr. Joshi provided a demo of how SA Liaisons can update the Contact List for Change of Provider (COP) Logs received by the Patients' Rights Office. The file is in Excel and located on the DMH-PSB-QI SharePoint site. Currently only the SA QI Chairs (DMH employees) can update contact information in the file. In a few months when DMH switches to Windows 365 – the SharePoint site will be available on the internet and the SA – QI Co-Chairs (contract providers) will also be able to update contact information for COP Logs.</p>	<p>Dr. Joshi distributed a Protocol for updating provider information in the Online Provider Directory. SA liaisons should distribute it to providers in their SA QI meetings for any questions related to updating provider information in the Location Management System (LMS) and the Network of Care.</p>	V. Joshi
	<p>Ms. Benosa provided a Power Point presentation on Safety Intelligence (SI) upon request of a QIC member through Ms. O'Donnell. The presentation included an explanation of what SI is, reason for changing to an online clinical incident reporting system, and the benefits of SI, e.g., gaining access to federal discovery protections.</p> <p>Ms. Benosa also presented the Contract Agency Provider User Roles form that needs to be completed and submitted via email to <a href="mailto:safetyintelligence@dmh.lacounty.gov">safetyintelligence@dmh.lacounty.gov</a> by January 15, 2015. At this time, CRM is waiting for the completion of the demo environment by the vendor.</p>		D. Benosa

<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Clinical Quality Improvement OMD Report continued</b>	A couple of QIC members verbalized that there were questions re: the current Clinical Incident Report (CIR) reporting policy and discrepancies in instructions on the new 2-page Manager's Report versus instructions on the current CIR page 1.	Ms. O'Donnell will provide further information/clarification for questions raised at this meeting.	D. Benosa
<b>Cultural Competency Updates (CCC)</b>	Dr. Chang Ptasinski announced that there will be a CCC co-chair election at next meeting. The 2014 CCC workgroups will provide an annual report of their activities and accomplishments and the Committee as a whole will also discuss new workgroups for the coming year.	Dr. Chang Ptasinski will share information on the California Reducing Disparities Project (CRDP) report at the next meeting.	S. Chang Ptasinski
<b>Patients' Rights Office (PRO)</b>	Mr. Cannady from PRO announced that the Local Mental Health Plan poster has arrived.	An email will be sent prior to next meeting to notify QIC members when and how the posters will be distributed.	T. Cannady
<b>Policy Update – Office of Compliance</b>	No updates at this time.		N. Kasarabada
<b>Announcements:</b>	None		
<b>Handouts:</b>	Provider Directory Protocol		
<b>Next Meeting:</b>	January 12, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.